

## **OBSERVATION REPORT #98**

### **Documented Bell Atlantic's Methods and Procedures (M&Ps<sup>1</sup>) for provisioning coordinated hot-cuts are inconsistent across central office locations.**

#### **Issue**

At the Boston/Harrison CO, the following M&P documents were referred to by BA management as their onsite reference material: (1) "Conversion Coordination For Non-Designed Unbundled Network Elements (UNE) For N.Y./N.E. (Provisioning)" (Doc. No. 1999-001BMP-OSS, Issue: B, Date: 4/7/99, Effective Date April 24, 2000). (2) "Large Job Hot Cut Frame Process" (Doc. No. NOCIL 0005-005 Issue # A, Date 05/09/2000).

At the Somerville CO, the M&P "Conversion Coordination For Non-Designed Unbundled Network Elements (UNE) For N.Y./N.E. (Provisioning)" (Doc. No. 1999-001BMP-OSS, Issue: C, Date: 5/4/00, Effective Date May 17, 2000) was referenced as their onsite reference material.

At the Rockland CO, the M&P "Conversion Coordination For Non-Designed Unbundled Network Elements (UNE) For N.Y./N.E. (Provisioning)" (Doc. No. 1999-001BMP-OSS, Issue: C, Date: 5/4/00, Effective Date May 17, 2000) was referenced as their onsite reference material.

#### **Assessment**

The use of inconsistent documentation across Bell Atlantic work centers indicates a likelihood of inconsistent applications of procedures. This inconsistency would, in turn, decrease a CLEC's ability to plan and uphold service commitments to their customers and lead to decreased customer satisfaction (subscriber and CLEC) and increased operational costs for both companies.

---

<sup>1</sup> Bell Atlantic provided KPMG with their UNE migration M&P "Job Aid for UNE Migration Hot Cuts" (Doc. No.: F9812-01 Issue: F Dated: 12-14-98). This document was represented to KPMG as the standard by which all UNE migration hot cuts should be performed at Bell Atlantic. This document prescribes the activities to be performed at both the Main Distribution Frame (MDF) and the Regional CLEC Control Center (RCCC) during a coordinated hot-cut.